

Service Area Plan

Department of Social Services

Adult Protective and Supportive Services (46802)

Service Area Background Information

Service Area Description

To protect the elderly and persons with disabilities in at-risk situations from abuse, neglect, and exploitation. Prevent abuse, neglect, and exploitation of these adults.

Service Area Alignment to Missio

By reducing and preventing abuse, neglect and exploitation of vulnerable adults, we are helping people to triumph over poverty, abuse and neglect and to build strong and caring families and communities. These objectives align with goal 4 of the VSS Strategic Plan by which the division strives to deliver high-quality customer-focused services. Additionally, the aforementioned objectives support those listed as numbers 3 and 7 of the Long-Term Objectives for Virginia. Objective 3 is to “engage and inform citizens to ensure we serve their needs.” Objective 7 is to “protect t the public’s safety and security, ensuring a fair and effective system of justice and providing a prepared response to emergencies and disasters of all-kinds.”

Service Area Statutory Authority

63.2-1605 - Authorizes provision of protective services to persons 60 years of age and older and to incapacitated persons 18 years of age and older.

63.2-1601 - Authorizes each local board of social services to provide adult foster home services.

63.2-1600 – Authorizes provision of Homemaker, Companion, or Chore Services.

37.1-98 - Specifies that provision of social services to patient discharged from a state hospital is the responsibility of the appropriate local social services agency.

37.1-197 - Requires every local community services board to enter into a written agreement with the local boards of social services to specify what services will be provided to adults.

37.1-197.1 - Requires local agencies to serve on prescription team.

2.7-708 - Requires local departments of social services to be on local long-term care coordinating committees.

32.1-330 - Preadmission Screening Required: All individuals who will be eligible for community or institutional long-term care services as defined in the state plan for medical assistance.

63.2-800 - Auxiliary Grants (AG) Program Administration.

63.2-1804 – Requires that a Uniform Assessment Instrument be completed for all residents as determined by State Board regulation.

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Service Area Customer Base

Customer(s)	Served	Potential
Children and families (served unknown; potential unlimited)	0	0
Employees (potential unlimited)	640	0
General Public (served unknown; potential unlimited)	0	0
Local Departments of Social Services	120	120
Low income individuals and families (potential unlimited)	98,976	0
Non-custodial parents (served unknown; potential unlimited)	0	0
Providers of regulated care (potential unlimited)	1,380	0
State and local governments (potential, unlimited)	26	0
Vulnerable adults (potential unlimited)	12,491	0

Anticipated Changes In Service Area Customer Bas

Demographic studies show that Virginia's elderly population will grow significantly over the next 20 years with the aging of the "Baby Boomers" and Virginia's popularity with out-of-state retirees. This will increase demand for services to vulnerable adults and the incidence of adult abuse, neglect, and exploitation. Anecdotal evidence indicates that financial exploitation is a growing concern with elderly retirees who have moved away from their families and support systems.

Demographic pressures also will increase the numbers of persons with mental health and mental retardation issues, as will the continuing drive toward de-institutionalization. Another factor is the aging and death of parents of adult children with mental retardation or mental health issues who will require services when parents can no longer care for them. More dual diagnosis customers -- elderly and incapacitated -- will enter the system.

The numbers of adults needing home-based services also will rise, as Virginia continues to seek the least restrictive living environment for vulnerable adults, foster self-sufficiency, provide community-based services, and avoid inappropriate institutionalization. So will the number of adults for whom pre-admission screenings must be done before they can enter long-term care facilities, as well as annual reviews thereafter.

Expanded outreach, public education, and mandated reporter groups will continue to increase the numbers of reports of adult abuse, neglect and exploitation and thus the demand for investigations and services.

Finally, the aging of Virginia's growing population of non- and limited English proficiency residents will increase demand for bi-lingual workers.

Service Area Partners

Community Action Agencies

Hospitals and emergency medical services providers

Local Departments of Social Services

Local Law enforcement agencies

Providers and provider organizations

State agencies

Virginia Institute for Social Services Training Activities (VISSTA)

Volunteer Organizations

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Service Area Products and Services

- Support of organizations serving communities
- Recruitment of volunteers and training on management of volunteers
- Services to promote family stability
- Services to protect vulnerable adults
- Economic assistance to low income families/individuals or nutrition, child care, health care eligibility, and financial assistance to low income families/individuals
- Services that promote sufficiency
- Support Services (i.e. HR, IS, etc.)?
- Case management, Information and analysis of data from new "ASAPS" automated reporting system
- Public education, training and awareness materials (brochures, training materials, videos)

Factors Impacting Service Area Products and Services

With a significantly increased population of vulnerable adults and growing demand for adult services and adult protective services, more social workers, institutional and home care workers, more regional and state supervisory staff will be needed, and more training of workers and staff members will be required. More training materials and public education materials and programs will be needed. Meeting these growing needs will require additional funding.

Anticipated Changes To Service Area Products and Service

A new Adult Protective Services web-based case management system will come on line in 2005, which should make case management and reporting more efficient and provide easier access to case information for VDSS and LDSS supervisors and managers. It also will facilitate the Adult Services and Adult Protective Services data collection and analysis, a critical tool in educating policymakers, legislators, and the public about adult and adult protective services in Virginia.

The need for a state-level Adult Fatality Review Team continues to grow. The AFR team chaired by the State Medical Examiner and the Commissioner of Social Services would conduct retrospective analyses of deaths of vulnerable adults to identify patterns, procedures, policy or regulation changes, or training issues that can help prevent future premature deaths.

Website redesign will supplement printed brochures and other public and constituent education materials, facilitating access and providing more efficient distribution.

Service Area Financial Summary

Funding for Adult Services comes from federal funds (80%). However, a 20% local match is required by localities. The federal funds come from the Social Services Block Grant (SSBG).

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$11,584,495	\$0	\$11,584,495
Changes To Base	\$0	\$0	\$0	\$0
SERVICE AREA TOTAL	\$0	\$11,584,495	\$0	\$11,584,495

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Service Area Objectives, Measures, and Strategies

Objective 46802.01

Protect the elderly and persons with disabilities in at-risk situations from abuse, neglect, and exploitation

In FY 2004, local departments of social services investigated 11,821 Adult Protective Services reports. Seventy-two percent of reports concerned victims aged 60 and over and 28 percent (3,332) involved adults 18-59 with a disability. The majority of reports alleged self-neglect or neglect. Sixty-one percent (7,152) cases were substantiated. Twenty percent of substantiated reports involved adults in nursing facilities (1,322) and assisted living facilities (1,067).

This Objective Supports the Following Agency Goals:

- Deliver high-quality customer-focused services
(In agreement with objective 7 of the Long-Term Objectives for Virginia, goal 4 of the VSSS Strategic Plan and the agency's mission to help families triumph over abuse and neglect and shape strong futures for themselves, their families and their communities, vulnerable adults will be protected from abuse, neglect and exploitation.)

This Objective Has The Following Measure(s):

● **Measure 46802.01.01**

Investigations reports are initiated in a timely manner.

Measure Type: Outcome

Measure Frequency: Quarterly

Measure Baseline: New measure, baseline data not available. Baseline will be established using FY06 data.

Measure Target: Specific target will be determined once baseline is established.

Measure Source and Calculation:

Data captured in "ASAPS" web-based case management and reporting system; VISSTA training reports; and Adult Protective Services case reviews and reports from six regional consultants.

Objective 46802.01 Has the Following Strategies:

- Monitor compliance with legislation requiring minimum training standards for adult protective services workers.
- Monitor compliance with mandatory reporters' required "immediate" reporting of suspected adult abuse, neglect and exploitation.
- Ensure that adequate numbers of classes are offered to meet fully the intent of the minimum training standards plan for local department of social services staff who investigate the abuse of the elderly and persons with disabilities.
- Monitor compliance with Adult Protective Services Program policy regarding intake, assessment, monitoring, and provision of services that enhances adult safety through the knowledge and skills of workers and increased collaboration with community partners and other state oversight agencies in long-term care.
- Expand education efforts to report adult abuse, neglect, and exploitation through, in part, by the distribution of the half-hour training video.

Objective 46802.02

Prevent abuse, neglect, and exploitation of the elderly and persons with disabilities

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The Adult Services Program at VDSS is mandated to supervise the administration and provision of services to adults aged 60 and over and adults aged 18 to 59 who have disabilities by 120 local departments of social services. One of the primary goals is to prevent incidents of abuse, neglect and exploitation of the elderly and persons with disabilities through increased education efforts.

This Objective Supports the Following Agency Goals:

- Deliver high-quality customer-focused services
(In agreement with objective 7 of the Long-Term Objectives for Virginia, goal 4 of the VSSS Strategic Plan and the agency's mission to help families triumph over abuse and neglect and shape strong futures for themselves, their families and their communities, vulnerable adults will be protected from abuse, neglect and exploitation.)

This Objective Has The Following Measure(s):

- **Measure 46802.02.02**
Reduce the number of founded cases.
Measure Type: Output **Measure Frequency:** Quarterly
Measure Baseline: New measure, baseline data not available. Baseline will be established using FY06 data.
Measure Target: Specific target will be determined once baseline is established.
Measure Source and Calculation:
Implementation of client surveys and awareness seminars across the state.

Objective 46802.02 Has the Following Strategies:

- Expand mandatory reporter efforts to prevent adult abuse, neglect, and exploitation.
- Expand public education efforts to prevent adult abuse, neglect, and exploitation.
- Staff the Joint Commission on Health Care as it examines long-term care and aging issues and monitor the legislative initiatives recommended by the Commission.
- Promote and participate in interagency committees whose purpose it is to advance long-term care and aging services in the Commonwealth.
- Prepare and disseminate an annual survey to local adult services programs and analyze data for information and trends in adult services.
- Provide annual survey data to policymakers, partner agencies, stakeholders, media and public as appropriate.